

RISK ASSESSMENT FOR WHITBY MUSEUM CORONAVIRUS PUBLIC

CARRIED OUT June 2020 updated 30 April 2021

Risk Assessment matrix used

Probability; 1=Unlikely, 2= Likely, 3=Very Likely, 4=Certain

Consequence; 1=Minor, 2=Serious, 3=Very Serious, 4=Fatal

Multiply probability times consequence to give level of risk eg 3x4=12. Risk scores are determined with control measures in place. Reassessed after control measures/future action carried out and scores adjusted accordingly. Risk number 6 and above require further action.

Prior to reopening a thorough clean of the whole building was undertaken. This assessment has been undertaken consulting government and industry COVID-19 guidance updated on 7 April 2021

Social distance measures will be implemented using the 2 metre rule, certain pinch points (doorways) may mean that this distance may be compromised temporarily although the 1 metre rule will always be maintained. Signage displayed will reflect the 2 metre social distancing rule.

Maximum capacity has been calculated by using the available floor space for the museum (450sqm), this gives a maximum capacity of 134. To ease social distancing, it was decided that a maximum capacity for the building should be set at 90 in the short term for constant review. The tea room has an area of 45sqm equating to a capacity of 15 seated which is included in this overall figure, this figure also allows for 19 members of staff/volunteers.

Changed operating practices have been communicated to the public via our website and social media channels. Signage has been produced being mindful of clarity and accessibility.

Attention will be continually paid to the latest government updates and the infection rate in our area and this assessment amended accordingly.

ACTIVITY	POTENTIAL HAZARD	MEASURES TAKEN TO CONTROL RISK	ESTIMATED LEVEL OF RISK	FURTHER ACTION REQUIRED & WHOSE RESPONSIBILITY	DATE TO BE COMPLETED BY	DATE COMPLETE
Social Distancing	Risk of becoming infected after being too close to an infected person		4 (1x4)			May 2021
	Ensuring infected people do not enter the building	Signage about the symptoms of the disease and not entering the building if you have any of them.		Responsibility - WTC		May 2021
	Administration of first aid.	Where first aid needs to be administered social distancing cannot be observed although PPE will be provided.		Responsibility - WTC		May 2021

	Queueing to enter the museum	Visitors will queue to the left of the building at 2 metre intervals, the member of staff at the first art gallery desk will admit visitors as it is safe to do so. Once inside the Art Gallery queueing positions are in place to enter the museum. The public seating on the terrace adjacent to the queue has been removed.		Responsibility - Art Gallery Curator and Museum Manager		May 2021
	Entering and exiting the building	Entry and exit will be through the same doors as at present. Entry and exit will be made via opposite sides of the front door to minimise risk. Signage is in place to indicate one-way entry and exit. Maximum number of people in building to be limited to 90 at any one time including staff and volunteers. Signage in place indicating limits on party size of no more than six people.		Responsibility - WTC		May 2021
	Entering and exiting the museum	Entry and exit will be through the same doors as at present. Entry and exit will be made via opposite sides of the museum reception desk to minimise risk. Maximum number of people in the building to be limited to 90 at any one time including staff and volunteers. Maximum party size 6 this is a legal requirement.		Responsibility – WLPS		May 2021
	Entering and exiting the building using the level access rear door	The rear entrance must still be available for all those requiring level access to the building. Those wishing to access the building in this way should press the buzzer as already indicated. The museum assistant will		Responsibility - Museum Manager		May 2021

		then speak to the visitor via the intercom system advising them to enter the building and wait at the inner door until the access to the reception desk is clear. Guidelines have been issued to all the museum team.			
	Paying entry fee	Once the reception area is clear the museum assistant will admit the next group in the queue. Signage will direct them to the left hand side of the desk where protective screens are in place around the counter. Payment will be made by card only this is communicated via signage and website.		Responsibility – Museum Operations Manager	May 2021
	Moving around the museum	Entrance to the geology and abbey collections blocked off making people walk to centre of hall where it is easier to observe where social distancing is possible. At least one member of the museum team will be circulating around the museum whilst undertaking cleaning duties and will intervene if social distancing guidelines are not being observed. Social distancing signs have been placed around the museum and guidelines have been communicated to all staff and volunteers.		Responsibility – Museum Manager	May 2021
	Accessing upper and lower floors	Stairs and lift to upper floor should only be used by one party at a time. Give Way signage is in place reflecting these measures		Responsibility – Museum Manager	May 2021
	Use of lifts	Signage displayed asking that visitors only use the lift if they have a genuine		Responsibility – Museum Manager	May 2021

		need to and that the lift should not be used by more than one household at a time.			
	Accessing Exhibition Room Capacity to be decided once exhibition in situ before opening 1st June	Exhibition Room is currently closed to the public. No entry sign displayed. The Exhibition Room will be reopened to the public on 1 st June. Social distancing signage will be displayed. Queuing positions will be marked outside the room. The person doing the floating role to enter the room and monitor it's use. The video area capacity is to be decided and signage to reflect this will be displayed.		Responsibility – Museum Manager	June 2021
	Accessing Normanby Room	Normanby Room closed to the public until further notice. Public booking of the Normanby Room will be suspended until further notice. No entry sign displayed		Responsibility – Museum Manager	May 2021
	Accessing Costume Gallery	Maximum of 4 people at any one time in gallery or a family group. Signage in place reflecting this; queueing position and social distancing.		Responsibility – Museum Manager	May 2021
	Accessing Library and collection research	The library will be reopened for research by appointment only. Signage will be in place reflecting this. A maximum of 1 researcher and 2 volunteers at any one time.		Responsibility – Museum Manager & Librarian	May 2021
	Tea Room	The tea room has an available floor space of 45sqm which equates to a seating capacity of 15. Tables will be set out so that there is 2 metre distancing between them and no more than 6 people can sit at one table. There will be a signed queueing point outside the tea room door with	4 (1x4)	Responsibility – Museum manager & Tea Room Proprietor	May 2021

		2 metre distance markers on the floor. A barrier will be pulled across when the tea room is full and a bell available for waiting customers to alert staff of their presence. In accordance with government guidance food can be ordered from the counter and served at the table. A protective screen is installed at the tea room counter.			
	Use of cloakroom and lockers	Cloakroom and lockers are closed to the public until further notice. Communication made via website, social media and signage advising visitors to limit the items brought to the museum.		Responsibility – Museum Manager	May 2021
	Use of public toilets	All toilets will be open to the public although one urinal will be taped off to allow social distancing. Signage reflecting this and personal hygiene will be displayed. Visible cleaning schedule is displayed.		Responsibility – Museum Manager. WTC	May 2021
	Children moving around the museum	Children must always be accompanied by an adult. Signage displayed to remind accompanying adults that they are responsible for ensuring that children observe the social distancing rules.		Responsibility – Museum Manager	May 2021
	Pinch points	At certain points within the building such as doorways the 2 metre rule may be more difficult to observe at these points stop or wait signs are displayed.		Responsibility – Museum Manager	May 2021
	Browsing shop and paying for purchases	A more limited collection will be on offer. The book area will be used as far as possible to display goods so that browsers are facing away from the		Responsibility – Museum Manager	May 2021

		counter. Screen installed opposite book counter.				
Contaminated surfaces	Risk of becoming infected due to touching a contaminated surface		4 (1x4)			
	Personal Hygiene	Signs displayed for both visitors and staff reminding of frequency and technique of hand washing, coughing and sneezing guidelines. Hand sanitisers are placed around the museum.		Responsibility – Museum Manager		May 2021
	Entering building	Door handles and frequent touch points to be cleaned regularly and a hand sanitising station available on entry. Cleaning guidelines have been communicated to all relevant staff.		Responsibility - WTC		May 2021
	Entering museum	Door handles to be cleaned frequently at both front and rear entrances including buzzer and keypad. Hand sanitising station on entry to museum. Cleaning guidelines have been communicated to all relevant staff.		Responsibility – Museum Manager		May 2021
	Entry payment	Contactless payment only to be used wherever possible. Desk surfaces and card machine to be cleaned frequently after each touched use if possible. Signage in place and instructions communicated via website and social media. Relevant staff trained in procedures.		Responsibility – Museum Manager		May 2021
	Glass display cabinets	All glass display cabinets to be cleaned frequently using alcohol based antibacterial glass cleaner. The current washable cloths will be used, once used the cloths will be placed in a designated pedal bin which is lined		Responsibility – Museum Manager		May 2021

		with a self-sealable water soluble bin liner, when the bin is emptied the bag will be sealed before being taken out of the building to be washed. Cleaning instructions devised and communicated to all relevant staff.			
	Hands on exhibits, information etc	All hands on exhibits removed. No returnable information sheets, quizzes etc are to be given out. This will also be taken into account in any future gallery redisplay or exhibitions.		Responsibility – Museum Manager	May 2021
	Internal doors	Frequent cleaning of door handles and areas of frequent touching to be carried out by museum team. Cleaning instructions devised and communicated to all relevant staff.		Responsibility – Museum Manager	May 2021
	Internal handrails	Frequent cleaning of all stair handrails. Cleaning instructions devised and communicated to all relevant staff.		Responsibility – Museum Manager	May 2021
	Exhibition Room	The exhibition room will reopen in June. The exhibition includes touchscreens which should be cleaned at the start, end and middle of the day. Sanitisers should also be placed at each touchscreen.		Responsibility – Museum Manager and exhibition team	June 2021
	Library	Surfaces and seating to be cleaned down after each use. Any material consulted by a researcher should be quarantined for 72 hours before putting back on the shelf.		Responsibility – Museum Manager and Librarian	May 2021
	Tea Room	Surfaces and seating will be cleaned down after each customer, signs will indicate which tables have been cleaned and which not. Condiments will not be left on the table. The menu will be displayed on the blackboard		Responsibility – Museum Manager and Tea Room Proprietor	May 2021

		only. Payment will be by card only. Wifi will be upgraded to ensure this is possible. All children's toys and reading material will be removed.				
	Public Toilets	Public toilets to be cleaned frequently and signs displayed to ensure that people observe high personal hygiene standards. Cleaning timetable to be displayed daily in all toilets. WTC staff to clean toilets and mark on timetable each time completed		Responsibility – Museum Manager and WTC		May 2021
	Browsing shop products	A more limited stock on public display. Sanitiser available close to shop stock. Sign in place asking not to touch. Stock sold from under the counter rather than the items on display.		Responsibility – Museum Manager		May 2021
	Exiting museum	All door handles to be frequently cleaned. Museum staff to clean handles at rear exit during the day. WTC staff to clean handles at main entrance/exit		Responsibility – Museum Manager		May 2021
Person taken ill with suspected COVID-19	Risk of infection from person taken ill during their visit					
	Procedure for illness of visitor with COVID-19 symptoms	If a person is taken ill during their visit and is displaying COVID-19 symptoms; if they have transport at the building they should leave immediately and return straight home; if they do not have transport available, they should inform a member of staff from a safe distance who will open the cloakroom for them to wait in whilst a member of their household can be contacted to take them home. Once home they should arrange to be tested and let us	4 (1x4)	Responsibility – Museum Manager		May 2021

		know the outcome. The museum will be closed whilst a thorough clean can be carried out. Guidelines have been communicated to staff.				
	Procedure for illness of visitor non-COVID related	If a person is taken ill with a non-COVID related illness eg epilepsy, diabetes etc and feels faint the Normanby Room should be used as a rest area where a drink can be obtained. Measures communicated to all relevant staff.		Museum Manager Art Gallery Curator		May 2021
	If someone tests positive after having visited the museum	If we are informed of a positive test via NHS Test and Trace we will follow the relevant government guidance https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance If we are informed of more than one confirmed case we will contact our local Public Health England Health Protection Team via www.gov.uk/health-protection-team who will advise of any necessary measures. These instructions are displayed in the manager's office.		Museum Manager		May 2021
Disposal of used tissues	Risk of infection from contaminated rubbish					
	Disposal of contaminated rubbish	Foot operated, lidded bins are placed around the museum. Bins to be emptied at least daily and to be signed as to their purpose. Bags to be tied and disposed of in the non-recyclable wheelie bin, Instructions have been communicate to the team.	4 (1x4)	Responsibility – Museum Manager		May 2021
NHS Test and Trace	Tracking of those who may have come into contact with a person		4 (1x4)			

	later to be tested positive for COVID-19				
	Taking details of all those who enter the building	It is a legal requirement that museums take part in the NHS Test and Trace scheme. All those aged over 16 should be asked to scan the test and trace QR code at the first Art Gallery entry desk. Those without this capability should give their details to the member of staff. The details will be kept for 21 days in case of need after which time they will be securely destroyed. Details will be taken on entry to the building by WTC, where someone enters at the rear door the museum assistant will complete a form which will be kept securely for 21 days then destroyed. ANYONE REFUSING TO GIVE THEIR DETAILS OR USE THE APP MUST BE REFUSED ENTRY, THIS IS A LEGAL REQUIREMENT.		Responsibility – Museum Manager and Art Gallery Curator	May 2021
	Tea Room	The tea room should have it's own test and trace QR code and get each person over the age of 16 to check in on entry, manual details should be taken of all those who do not have this capability and kept for 21 days before being securely destroyed. ANYONE REFUSING TO GIVE THEIR DETAILS OR USE THE APP MUST BE REFUSED ENTRY, THIS IS A LEGAL REQUIREMENT.		Responsibility – Museum Manager & Tea Room Proprietor	May 2021
Ventilation	Risk of airborne transmission of the disease	Date of air conditioning service checked. Contact has been made with air conditioning company for best advice.	4 (1x4)	Responsibility – Museum Manager, WTC and Tea Room Proprietor	May 2021

		Art Gallery automatic doors to be set at open for 10 minutes every hour. Main front doors to be left open to allow through flow of air. Tea Room ventilator/extractor to be turned on. If meetings are held in Normanby or Keepers Rooms a window should be opened for the duration of the meeting. Offices should be used by the occupier only.				
Face Coverings	Risk of transmission of disease from airborne droplets	It is a legal requirement to wear a face covering in a museum setting unless exempt. This instruction is communicated via messaging and signage.		Responsibility Museum Manager and WTC		May 2021
	Tea Room	Customers must wear a face covering whilst queueing to enter the tea room and whilst ordering at the counter. Once seated customers may remove their face coverings. In accordance with government guidance tea room staff will wear face coverings when serving to tables but may remove this when working in the kitchen as a separation screen has been installed.		Museum Manager and Tea Room Proprietor		May 2021
Provision of seating	Rest points for people needing them eg if they have mobility problems	Some seating will still be provided within the museum and will all have wipeable surfaces which will be cleaned as part of the museum cleaning routine. Cleaning procedures have been communicated to all relevant staff.	2 (2x1)	Responsibility – Museum Manager		May 2021
Provision of refreshments/water	Free water for those who may need extra hydration	Free water will be made available in exceptional circumstances.	2 (2X1)	Responsibility – Museum Manager and Art Gallery Curator.		July 2020

Compiled by Hazel Wright, Museum Manager in collaboration with other members of the museum team.

Copies to be stored in Health & Safety folder in Manager's office and copies also to be available in Registrar's Office. Assessment to be reviewed at least quarterly in the short term and on any change to government guidance for our sector. Next review July 2021.